



Better Business Bureau Complaint Details

COMPLAINT DEPARTMENT
P.O. BOX 970
COLTON, CA 92324
PHONE: (909) 835-6064 FAX: (909) 503-1890

Reference Information

Company ID: 13162846
Complaint ID: 98613471
Open Date: 5/24/2011
Close Date: 6/22/2011 5:04:00 PM

Customer Information

Birdie/Smith, Jenee

Company Information

Rent A Wheel
600 East Manchester Blvd
Inglewood, CA 90744
Phone: (310) 671-7900
Fax:

Complaint Description - Posted: 5/24/2011

Consumer states: On or about September 16, 2010, I purchased four new tires from the business. I paid cash \$105.76 and as of this date, it has not been shown as a credit. I was given October 2, 2010 for the first payment. I was told, "if you don't pay, I will have the Police looking for you. The payments are to be made on Saturday of \$41.90. Associates, Damien and Fernando are depressing. As of May 12, 2011, I have a balance of \$127.01. If I had been given the credit I should have received this balance would have been paid in full. They say payment is due on Saturday and if I pay on Monday they add a fee. January 11, 2011, the balance was \$475.71. I made a payment of \$41.90 and on January 15, 2011, the balance was still \$475.71. On January 22, 2011, the balance was \$433.81. I was not given the full credit for my payment of \$41.90.

Customer's Desired Settlement - Posted: 5/24/2011

Consumer seeks the company to credit her account properly and stop with harassing phone calls.

Company's Response - Posted:

#Error

Company's Final Response - Posted:

Additional Information

Primary Complaint Type: Billing or Collection Issues
Date Problem First Occurred:
Date Purchased:
Product or Service: Renting out rims and tires.
Model Name or Number:
Invoice Number:
Amount Paid:
Status: Closed
Response Term: Complaint was not answered